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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/817,203	03/27/2001	Masumi Yoshino	205114US2	7892

22850 7590 02/02/2006

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EXAMINER

BLAIR, DOUGLAS B

ART UNIT PAPER NUMBER

2142

DATE MAILED: 02/02/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

09/817,203

Applicant(s)

YOSHINO ET AL.

Examiner

Douglas B. Blair

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

## Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 16 November 2005.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 1-5,9-26 and 30-38 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-5,9-26 and 30-38 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

## Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

## Attachment(s)

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)  | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                                   | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

## **DETAILED ACTION**

### ***Continued Examination Under 37 CFR 1.114***

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 10/17/2005 has been entered.

### ***Claim Rejections - 35 USC § 103***

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claim 1-5, 9-24, and 30-35 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent Number 6,691,159 to Grewal et al. in view of U.S. Patent Number 6,601,190 to Meyer et al. and U.S. Patent Number 6,412,073 to Rangan.

4. As to claim 1, Grewal teaches an online support method that gives online support to eliminate a problem arising in a device, said online support method comprising the steps of: providing a user of the device with a specific form that enables the user to input and transmit information with regard to the problem (col. 3, lines 32-45); and providing the user of the device with support information, which is prepared in advance for elimination of the problem, prior to the transmission (col. 3, lines 32-45); wherein the form comprises a part for the that asks the user

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to input first information required to identify the device and a part for second information required to specify the working status of the device and a part for enabling the user to input arbitrary information with regard to the problem (A user can select a device in Figure 4 and then specify working status and arbitrary information in the chat form of Figure 5); and obtaining browsing record information, which represents a user's browsing record of the support information, in addition to the information input into the specific form (Figure 4, the "Usual Destinations" box in the top right of the browser is a user browsing record.); however Grewal does not explicitly teach the one specific form that allows a user to input device identity, working status and arbitrary information and Grewal does not explicitly teach the transmission of a browsing record with the information input into the form.

Meyer teaches a specific form comprising a form that allows a user to input device identity, working status, and arbitrary information (Figure 3 allows the user to input the arbitrary information. The email created in Figure 5 shows that the identity of the device and the working status of the device were added in the form of log files with the completion of the form).

It would have been obvious to one of ordinary skill in the Computer Networking art at the time of the invention to combine the teachings of Grewal regarding entering online support information with the teachings of Meyer regarding a single specific form because a single form provides the user with a simpler means for communicating problems (Meyer, col. 2, lines 17-26).

Rangan teaches the transmission of a browsing record (col. 8, lines 41-51).

It would have been obvious to one of ordinary skill in the Computer Networking art at the time of the invention to combine the teachings of Grewal regarding obtaining browsing records

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with the teachings of Rangan regarding the transmission of browsing records because user's browsing records are usually stored on a user's PC.

5. As to claim 2, Grewal teaches an online support method in accordance with claim 1, wherein the support information is provided in response to each selecting instruction given by the user (col. 3, lines 32-45).

6. As to claim 3, Grewal teaches an online support method in accordance with claim 1, wherein the specific form also asks the user to input information regarding the individual user (col. 3, lines 15-26).

7. As to claim 4, Grewal teaches an online support method in accordance with claim 1, wherein the specific form also asks the user to input information regarding an operation carried out by the user to eliminate the problem (Figure 6).

8. As to claim 5, Grewal teaches an online support method in accordance with claim 1, wherein the specific form asks the user to input information regarding a user's browsing record of the support information provided in advance (Figure 4).

9. As to claim 9, Grewal teaches an online support method in accordance with claim 8, wherein the first information required to identify the device includes a model name of the device (Figure 4).

10. As to claim 10, Grewal teaches an online support method in accordance with claim 8, wherein the second information required to specify the working status of the device identifies an application program activated on the device when the problem arises (Figure 6).

11. As to claim 11, Grewal teaches an online support method in accordance with claim 8, wherein the device comprises a storage unit in which information representing the working status

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of the device is stored and second information required to specify the working status of the device comprises information that allows an access to the storage unit (Figure 6).

12. As to claim 15, Grewal teaches an online support method in accordance with claim 1, wherein the form is offered to a user without providing a result (col. 3, lines 53-65).

13. As to claim 24, Grewal teaches an online support method in accordance with claim 16, wherein the device carries out either of processing and generation of digital data, and the specific form asks the user to input at least information that is required to specify a result of either of the processing and the generation carried out by the device (Figure 6).

14. As to claims 12-14, 16-23, and 30-35, they feature limitations from claims 1-4 and 6 and are rejected for the same reasons as claims 1-6.

15. Claims 25-26 and 36-37 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent Number 6,691,159 to Grewal et al. in view of U.S. Patent Number 6,601,190 to Meyer et al. and U.S. Patent Number 6,412,073 to Rangan in further view of U.S. Patent Number 6,119,247 to House et al..

16. As to claim 25 and 36, the Grewal-Meyer-Rangan combination teaches the method of claim 6, however the Grewal-Meyer-Rangan combination does not explicitly teach image data showing the inputs.

House teaches image data showing the inputs (col. 4, lines 28-44).

It would have been obvious to one of ordinary skill in the Computer Networking art at the time of the invention to combine the teachings of the Grewal-Meyer-Rangan combination regarding online help with the teachings of House regarding image data because displaying the image helps a remote user debug a problem (House, col. 4, lines 28-44).

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17. As to claims 26 and 37, the Grewal-Meyer-Rangan combination teaches the method of claim 6, however the Grewal-Meyer-Rangan combination does not explicitly teach image data showing the outputs.

House teaches image data showing the outputs (col. 4, lines 28-44).

It would have been obvious to one of ordinary skill in the Computer Networking art at the time of the invention to combine the teachings of the Grewal-Meyer-Rangan combination regarding online help with the teachings of House regarding image data because displaying the image helps a remote user debug a problem (House, col. 4, lines 28-44).

18. Claim 38 is rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent Number 6,691,159 to Grewal et al. in view of U.S. Patent Number 6,601,190 to Meyer et al. and U.S. Patent Number 6,412,073 to Rangan in further view of U.S. Patent Number 6,629,134 to Hayward et al..

19. Claims 38 features the same limitations as claim 1 with the addition of a display window that displays the working a status of a device. As pointed out previously, the Grewal-Meyer-Rangan combination makes obvious the features of claim 1; however the Grewal-Meyer-Rangan combination does not explicitly teach a display window that displays the working status of a device.

Hayward teaches a recording medium in which a program is recorded, wherein said program functions to drive a device and causes a link to an upper-layered online support Web page (col. 3, lines 54-64), which does not depend upon a model of the device nor a problem, out of support Web pages that provide a client with support information to eliminate a problem arising in the device, to be shown in at least one of a setting window that allows a user of the

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device to specify settings of the device and a display window that displays a working status of the device (col. 5, line 58-col. 6, line 57).

It would have been obvious to one of ordinary skill in the Computer Networking art at the time of the invention to combine the teachings of the Grewal-Meyer-Rangan combination regarding online support with the teachings of Harward regarding the display of a working status because a display provides better support than text alone.

### ***Response to Arguments***

20. Applicant's arguments with respect to claims 1-5, 9-26, and 30-38 have been considered but are moot in view of the new ground(s) of rejection.

### ***Conclusion***

21. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Douglas B. Blair whose telephone number is 571-272-3893. The examiner can normally be reached on 8:30am-5pm Mon-Fri.

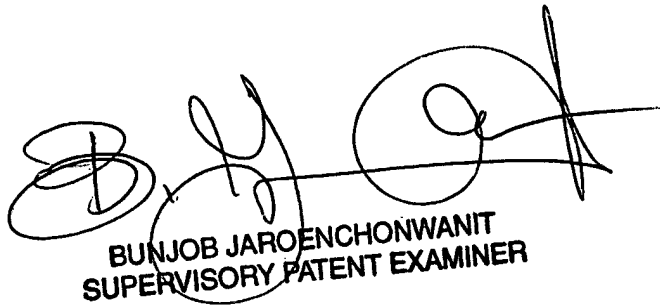
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Andrew Caldwell can be reached on 571-272-3868. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Douglas Blair

DBB



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SUPERVISORY PATENT EXAMINER